

# ENGLISH – FOCUS GROUP MODERATOR GUIDE

## WELCOME PARTICIPANTS AS THEY ENTER THE ROOM.

Hello, my name is \_\_\_\_\_, I work with the University of Washington Seattle Flu Study. Today we want to talk with you to learn about your thoughts and experiences with healthcare. Specifically, we want to know more about COVID-19 vaccination. We will also meet with four-five other groups of residents at different shelters. We value your opinion. It will help us better understand how people in this shelter feel about COVID-19 testing and COVID-19 vaccination. It will especially help us understand how these feelings have changed over time and help us to address any concerns. It will also help us understand how vaccines can play a role in keeping you and your community healthy.

## REVIEW WRITTEN CONSENT FORM AND RECEIVE AUDIO/VISUAL CONSENT. THANK ANYONE WHO DECIDES NOT TO PARTICIPATE.

This discussion will be audio recorded. We try to take notes, but they are not always complete. Please feel free to share your ideas and opinions even if they are different from others. All views and ideas are important. We would like to get as many different points of view as we can. Since this is a group discussion you do not have to wait for me to call on you to speak, but please try to speak one at a time. If two people begin talking at the same time, I may pause us so that we can hear everyone on the tape recorder. Please remember that all your answers are confidential. To respect others' privacy, please keep what is said by others in this conversation in this room.

## BRIEF INTRODUCTION

To begin, let's go around the circle and have each of you tell us your first name, and if you like, why you are here. I'll start ....

From now on, we will refer to each of us with a different name to maintain confidentiality for the recording. Can you each pick a superhero or movie character name? For example, "Superman", "Batwoman"...etc. Please write this new name on your name tag and place it in front of you. To start, we will each introduce ourselves as this new name and tell why we picked it. Please refer to the other individuals with this name (rather than their real name). I'll start...

## - START THE VIRTUAL RECORDER -

**[INTERVIEWER ASSIGN AND STATE UNIQUE IDENTIFIER AT THE BEGINNING OF THE RECORDING E.G., "FGD\_OP\_2021-06-25"]**

We will now begin. Can you confirm that you agree to be audio recorded?

## 1. QUESTIONS ABOUT COVID-19 PERCEPTIONS AND INFORMATION SEEKING

**I am going to start with some questions about thoughts around COVID-19 here. I will also ask about sources of COVID-19 information you trust.**

- a) What have you seen or heard others say about masks and social distancing here? **Probe:**
  - How do people feel/think about masks?
  - How do people feel/think about social distancing?

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- How have [these things] influenced how you feel/think about masks and social distancing?
- b) What you have seen or heard others say about COVID-19 testing here? **Probe:**
  - How do people here feel/think about COVID-19 testing?
  - How have these [these things] influenced how you feel/think about COVID-19 testing?
- c) **[SHOW FLIP-CHART WITH EACH INFORMATION SOURCE LISTED]** How much do you trust these sources for information on COVID-19 disease? **Probe:**
  - Which do you trust? Why?
  - Which source do you trust the most? Why?
  - Which do you not trust? Why?
  - What source do you trust the least? Why?
  - Are there any sources missing?
  - Can you tell me some reasons why you [trust/mistrust] this information?
- d) **[SHOW FLIP-CHART WITH INFORMATION SOURCES THAT ARE VACCINE SPECIFIC]** How much do you trust these sources for information on COVID-19 vaccines? **Probe:**
  - Which do you trust? Why?
  - Which source do you trust the most? Why?
  - Which do you not trust? Why?
  - What source do you trust the least? Why?
  - Are there any sources missing?
  - Can you tell me some reasons why you [trust/mistrust] this information?
- e) What are your thoughts on COVID-19 policies in Washington State (e.g., public health/government mandates)? **Probe:**
  - Mask requirements/mandates?
  - Vaccine requirements /mandates?
  - FDA approval of boosters?

## 2. QUESTIONS ABOUT COVID-19 VACCINE FEELINGS AND CONCERNS

Now, I am going to ask you some questions about how people here feel/think about COVID-19 vaccination.

- a) What have you seen or heard others say about COVID-19 vaccines here? **Probe:**
  - How do people feel/think about COVID-19 vaccination?
  - How have [these things] influenced how you feel/think about COVID-19 vaccination?
- b) What makes it easier for people experiencing homelessness to get a COVID-19 vaccine?
- c) What makes it hard for people experiencing homelessness to get a COVID-19 vaccine?
- d) **[SHOW PICTURE TO GET FEEDBACK ON VACCINE CONTINUUM]** How do you think this picture shows how people here at this shelter feel/think about COVID-19 vaccines?
- e) How have people's feelings/thoughts about COVID-19 vaccines changed since vaccines became available? Why? **Probe:**
  - Are people more or less likely to accept vaccines and/or get vaccinated now?
  - What has made a difference?
- f) What or who specifically has influenced your thoughts on COVID-19 vaccine to change?

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- g) Please describe reasons why people are not taking the vaccine. **Probe:**
- What have you heard?
- h) For those who are undecided or do not want to receive a vaccination, what do you think might change how they feel/think about getting the vaccine? **Probe:**
- Describe anything that might change someone's mind...
    - Material items? (e.g., money, sick leave)
    - Mandate? (e.g., requirement for work, travel, healthcare)
    - Information? (e.g., educational event)
    - Personal experience? (e.g., someone close to me is sick/susceptible, outbreak at shelter or shelter nearby)
  - What do you all think of that option?
  - Do you think incentives would improve vaccination?
  - What types of incentives might be most effective?
  - What types of incentives should not be offered?
  - Is there a specific amount of money as an incentive that would convince people at this shelter to be vaccinated? If so, how much?
    - (e.g., \$10? \$50?)

### 3. QUESTIONS ABOUT ORGANIZATIONAL STRATEGY AGAINST COVID-19

Now, I am going to ask you some questions about how this site has dealt with COVID-19. Remember, your answers will be anonymous. Your name will not be attached to these answers or shared with anyone outside the research team.

- a) Can you please describe how the site has communicated with residents about COVID-19 information and rules? **Probe:**
- What worked well?
  - What did not work well?
  - What would have made it better?
  - Please describe any recommendations for how the shelter could better communicate to residents.
  - How has this affected you?
  - How has the COVID-19 testing and mask use/social distancing been working or not working here?
  - (E.g., flyers, information booth)
- b) Now we will ask about COVID-19 vaccination. What do you think people's experience here was with getting the COVID-19 vaccine? **Probe:**
- What has worked?
  - What has not worked?
  - How did it go?
  - What would have made it better?

### 4. QUESTIONS ABOUT SITE EVENTS RELATED TO COVID-19

Now, I am going to ask you some questions about events here related to COVID-19. First, we will focus on events related to COVID-19 testing.

- a) How do you feel/think about the COVID-19 testing that took place here? **Probe:**
- Can you describe what you remember about the events?
  - Who led these events?

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- What did you like about these events?
  - What could have been better about these events?
  - How do you think others here felt/thought about these events?
  - Were there any other events that you participated in that affected your opinion of COVID-19 testing?
- b) How did these events affect your opinion or decision to get tested for COVID-19? **Probe:**
- What changed?
  - Why?
  - Has anything from these events changed how you think about COVID-19 testing?
  - Has anything from these events changed whether you get COVID-19 testing?

**Next, we will focus on events related to COVID-19 vaccination.**

- c) What activities or events have happened here for promoting COVID-19 vaccination? This includes general education/outreach and can be events held by the staff here, or by external folks like those from the health department. **Probe:**
- Were there any other events that you participated in that affected your opinion of COVID-19 vaccination?
  - How do you think others felt about these events?
  - What did you like about these events?
  - What could have been better about these events?
  - Who led these events?
  - Can you describe what you remember about the event?
- d) How did these events affect your opinion or decision to get vaccinated against COVID-19? **Probe:**
- Has anything from these vaccine events changed how you think about COVID-19 vaccines?
  - Has anything from these vaccine events changed whether you get a COVID-19 vaccine?
  - Why?

### 5. QUESTIONS ABOUT COVID-19 WORDING

- a) What is the best wording to describe someone who is undecided about vaccination? **Probe:**
- Some words we've heard include deliberative, contemplative, hesitant.
- b) What is the best wording to describe someone who does not want a vaccine? **Probe:**
- What do you think of when you hear the word "vaccine hesitant"?
  - What do you think of when you hear the word "vaccine deliberative"?
  - What do you think of when you hear "vaccine resistant"? Vaccine abstinent?
  - What do you think of when you hear the word "vaccine reluctant"?
- c) Please describe reasons why people are not taking the vaccine. **Probe:**
- What have you heard?

### 6. CLOSING STATEMENT

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That completes the conversation for today. Does anyone have any other questions, comments, or final thoughts they would like to share? Thank you again for your participation.

If anyone thinks of other questions or concerns, you can call the project number at [PHONE NUMBER]. Before we end the session, I have a few administrative/business details to share with you.

## 7. ADMINISTRATIVE DETAILS

1. PROVIDE INFORMATION ON GIFT CARDS.
2. ANY OTHER ADMINISTRATIVE DETAILS

## RECORDER PROTOCOL

- TEST AUDIO RECORDER BEFORE THE FOCUS GROUP AND START RECORDING

## FACILITATOR PROTOCOL

- **GO THROUGH SCRIPT AND FOLLOW UP WITH QUESTIONS WHEN YOU FIND A NEW THEME OR A NEW INTERESTING PERSPECTIVE:**
  - *"That's interesting, can you tell me more about that?"*
  - *"You mentioned xyz, can you explain a little further about what that means?"*
  - *"Thank you that is very helpful."*
  - *"If I'm getting at this right, it sounds like..."*

## NOTE TAKER PROTOCOL

- NOTE THEIR FIRST AND LAST FEW WORDS
- NOTE ANY OTHER PARTICULAR COMMENTS THAT STAND OUT TO DISCUSS IN THE DEBRIEFING AFTER THE GROUP